

*MEMO FOR RECORD  
MUTUAL*

9 February 1983

MEMORANDUM FOR THE RECORD

SUBJECT: Mutual Home Office Referral Procedures for GEHA  
Policies' Questions

STAT  
STAT  
1. On 7 February 1983, at a meeting attended by Messrs. Henderson, Larry Keck and Robert Murphy for Mutual and [redacted] for GEHA, the matter of verifying procedures to use in handling GEHA policyholder questions arose.

2. [redacted]

STAT  
STAT  
[redacted] Information inside the file indicates that all inquiries regarding this policy number are to be referred to the [redacted] Agency. These are then passed to us. Mr. Henderson asked for and received from us on 7 February 1983, a list of these policy number to verify against the home office files. A question was raised regarding continuance of the current procedure. Since it appears to be working efficiently at this time, it was agreed to retain current procedures vice setting up a direct mailing system to us from the home office. These procedures will be reviewed again in the future should there be changes in the functional or organizational setup of any of the three parties.

